

Columbus Metropolitan
Library
December 7, 2021

BroadbandOhio Alliance



Department of
Development

BroadbandOhio

INNOVATEhio

BroadbandOhio
Alliance
Opening of the
Meeting

Peter Voderberg
Chief of BroadbandOhio

Ohio

Department of
Development

BroadbandOhio

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Alliance Meeting
Agenda
December 7, 2021

- Columbus Metropolitan Library Welcome
- Digital Equity Coalition
- BroadbandOhio Updates
- Partner Presentation
- Panel Discussion
- Digital Literacy
- Question and Answer
- Adjournment

Welcome to Columbus
Metropolitan Library

Patrick Losinski
CEO of Columbus Metropolitan Library

Ohio

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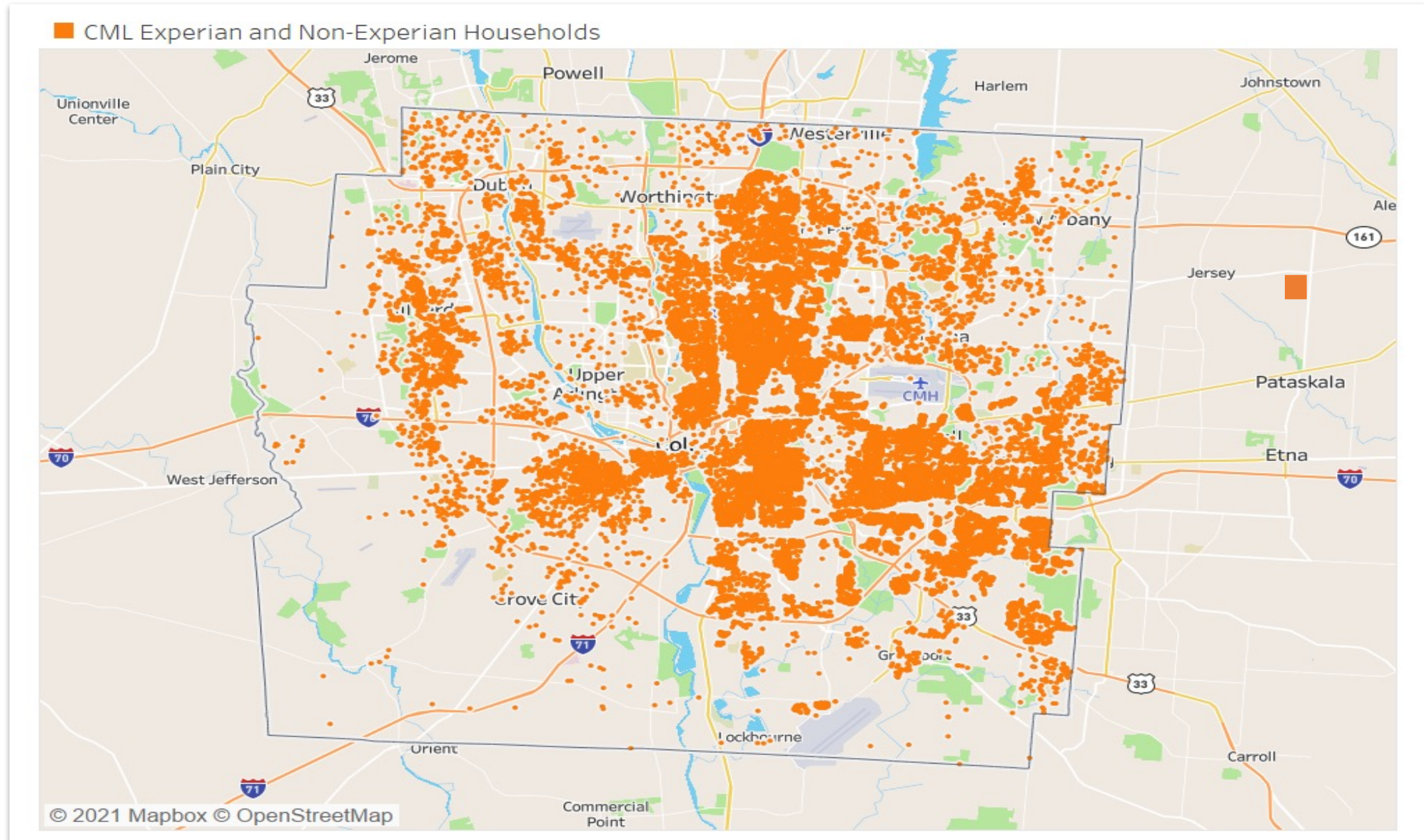
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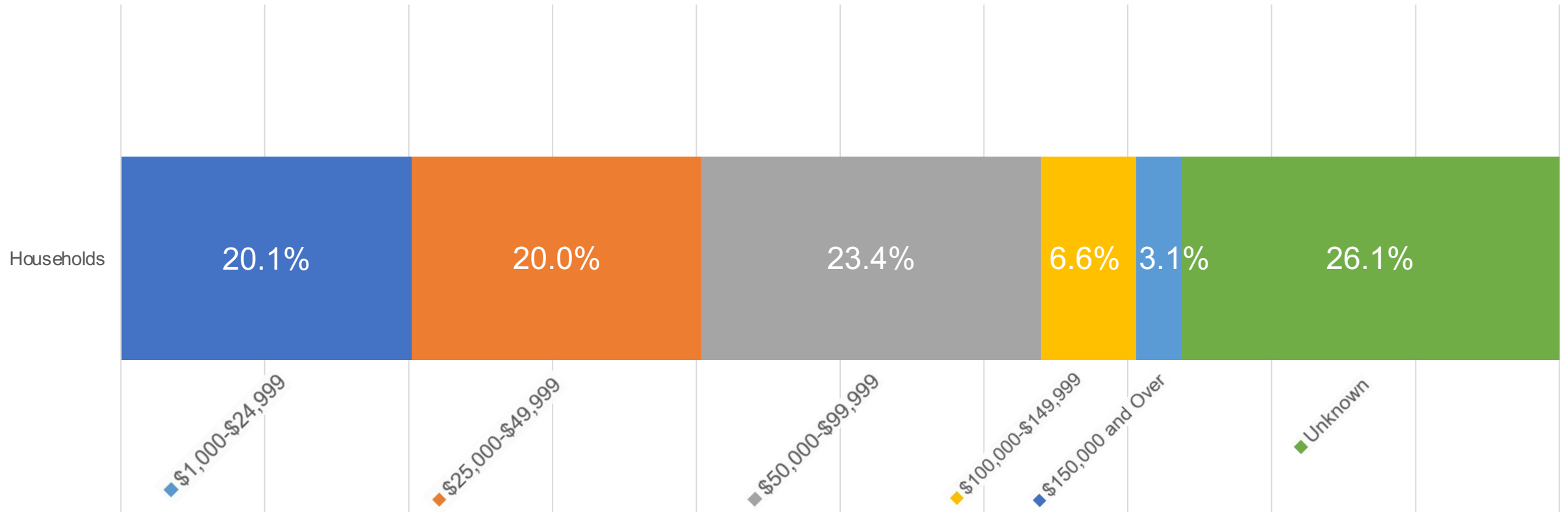
COLUMBUS
METROPOLITAN
LIBRARY

CML Full Access Cardholders who used a PC

Feb – Sept 2021



Estimated Household Income



Digital Equity Resources

We want to empower you. That's why we've compiled resources you can use to help advocate for digital equity.

Use the check boxes below to narrow down the resources by topic.

- ☐ Advocacy ☐ Broadband Affordability & Access ☐ Device Access ☐ Digital Equity Organizations ☐ Digital Life Skills ☐ Funding
☐ News & Announcements ☒ Reports & Research

COVID-19 and student learning in the United States: The hurt could last a lifetime.

Report about the impact of distance learning during the COVID-19 pandemic on children in households without broadband access.

[Read More »](#)

Ohio Broadband Strategy

The DeWine-Husted Administration strategy focused on improving broadband access to the unserved and underserved communities in Ohio.

[Read More »](#)

Franklin County Digital Equity Framework

An assessment of the current state of digital equity in Franklin County, Ohio, with the Coalition's vision for improvement and suggested strategies for implementation.

[Read More »](#)

AECOM

Assessment and strategies for addressing the broadband gap in Columbus, Ohio.

[Read More »](#)

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Digital Equity Coalition

Autumn Glover
*Senior Director of Community Health
Partnerships*
Ohio Health

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FRANKLIN COUNTY DIGITAL EQUITY COALITION

Introduction

About the Coalition

- More than 30 public, private, and non-profit entities
- Working to create long-term solutions to digital equity
- Digital equity is integral to achieving economic, educational, racial, and social equity.

Coalition Members

A coordinated community response and collaboration

AECOM
Affordable Housing Alliance of Central Ohio
BroadbandOhio
CAS
Catholic Social Services
Central Ohio Primary Care
City of Columbus
City of Dublin
City of Westerville
CMHA
Columbus City Council - Office of Elizabeth Brown
Columbus City Schools
Columbus Foundation
Columbus Metropolitan Library
Columbus Partnership
Columbus State Community College
Central Ohio Transit Authority
Creative Housing|Creative Renovations
Franklin County Board of Commissioners

Franklin County Department of Jobs & Family Services
Goodwill Columbus
Ice Miller
Jewish Family Services
JPMorgan Chase & Co.
Mid-Ohio Regional Planning Commission
National Digital Inclusion Alliance
Ohio State University Wexner Medical Center
One Columbus
Partners Achieving Community Transformation
Wexner Medical Center
Renter Mentor
Smart Columbus
TECH CORPS
The Wells Foundation
The Women's Center for Economic Opportunity
Vertiv
Workforce Development Board of Central Ohio
YWCA
...with new members being added monthly.

Franklin County Digital Equity Vision Statement

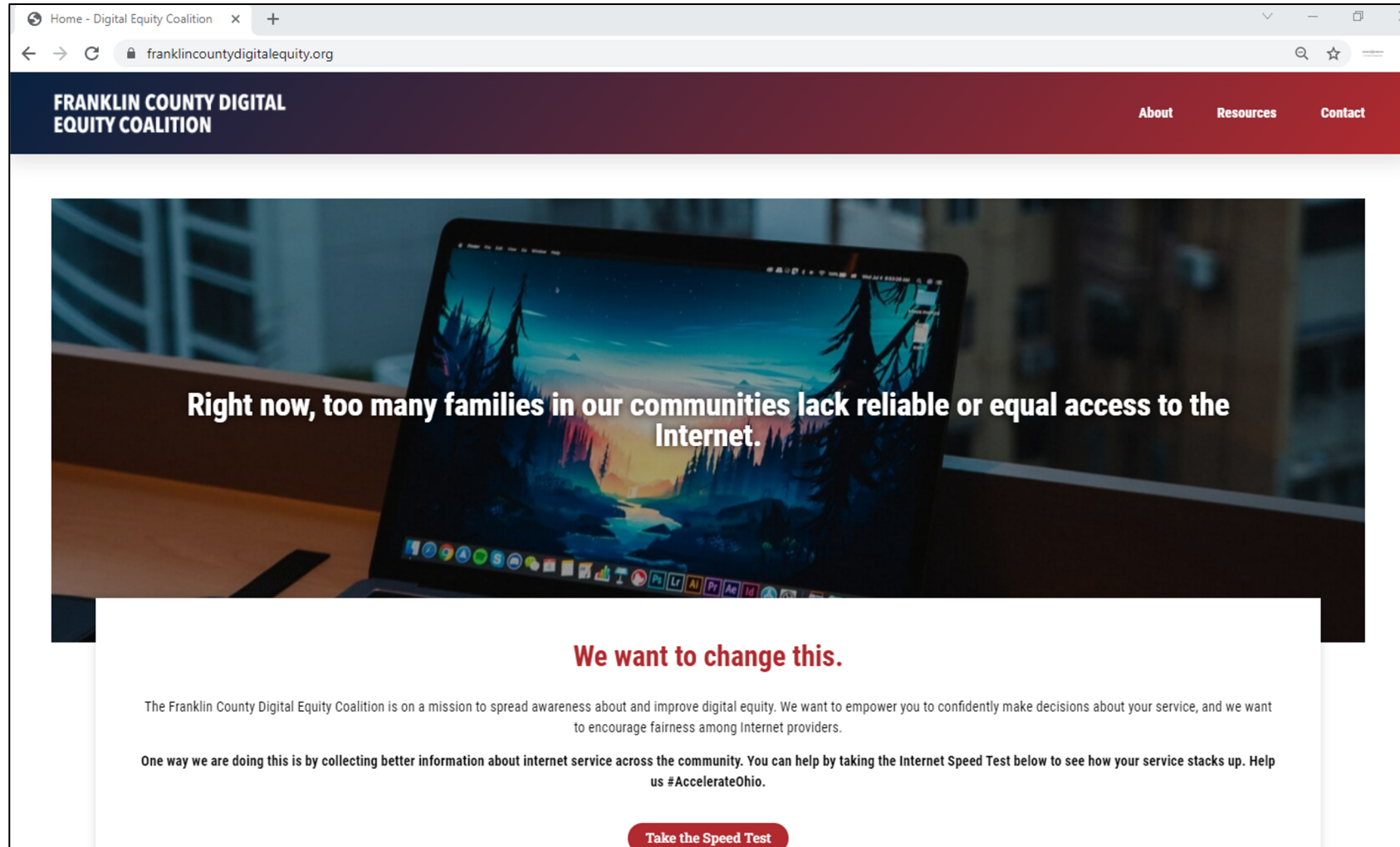
*To achieve digital equity through universal residential broadband adoption which includes **affordability, devices, and digital life skills** training and **technical support**, in order to ensure Franklin County residents have the tools necessary to support education, health, well-being, economic prosperity, and the ability to fully participate in society.*

Coalition Priorities

- Broadband Affordability and Access
- Device Access
- Digital Life Skills and Technical Support
- Community Response and Collaboration
- Advocacy for Broadband Funding and Policy

For more info

www.FranklinCountyDigitalEquity.org



FRANKLIN COUNTY DIGITAL EQUITY COALITION

Digital Equity Coalition

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*Senior Director of Community Health
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Ohio Health

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BroadbandOhio
Updates

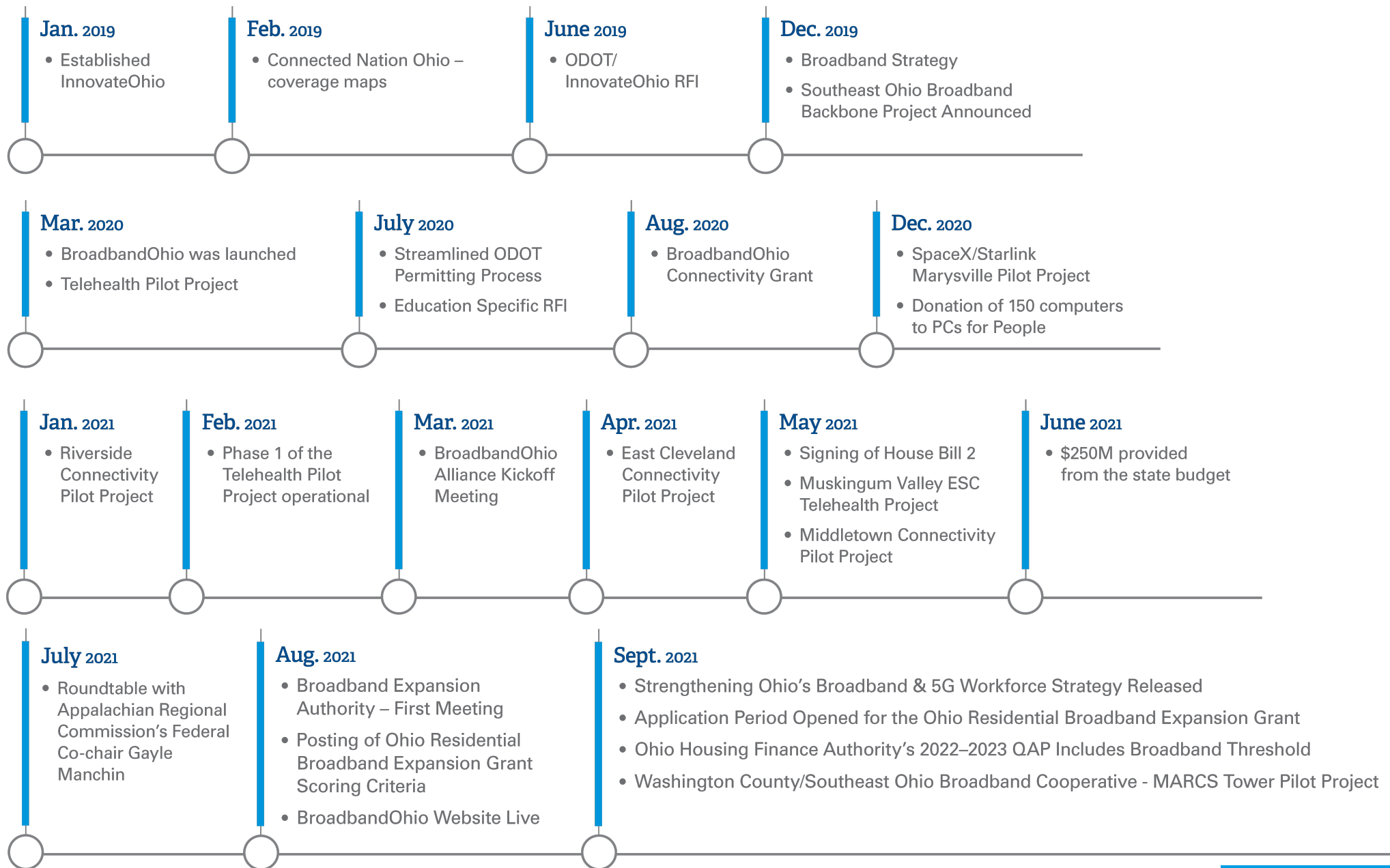
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Broadband Accomplishments Timeline

BroadbandOhio

Ohio Residential
Broadband Expansion
Grant

Amy Elbaor
*Deputy Chief of Grants and Special
Projects*
Office of BroadbandOhio

Ohio

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Ohio Residential Broadband Expansion Grant Program

- HB 2 was signed into law by Governor DeWine on May 17, 2021.
- Provides grants to internet service providers to fill the funding gap for the construction of broadband projects in unserved and underserved areas of the state.
- Established the Broadband Expansion Program Authority within Department of Development.
- Application period closed November 8, 2021. Awards expected Spring 2022.

BroadbandOhio
Updates

Peter Voderberg
Chief of BroadbandOhio

Ohio

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Update on MARCS
Tower Pilot Program in
Washington County

David Brown
*Director of the Southeast Ohio Broadband
Cooperative*

James Booth
Washington County Commissioner



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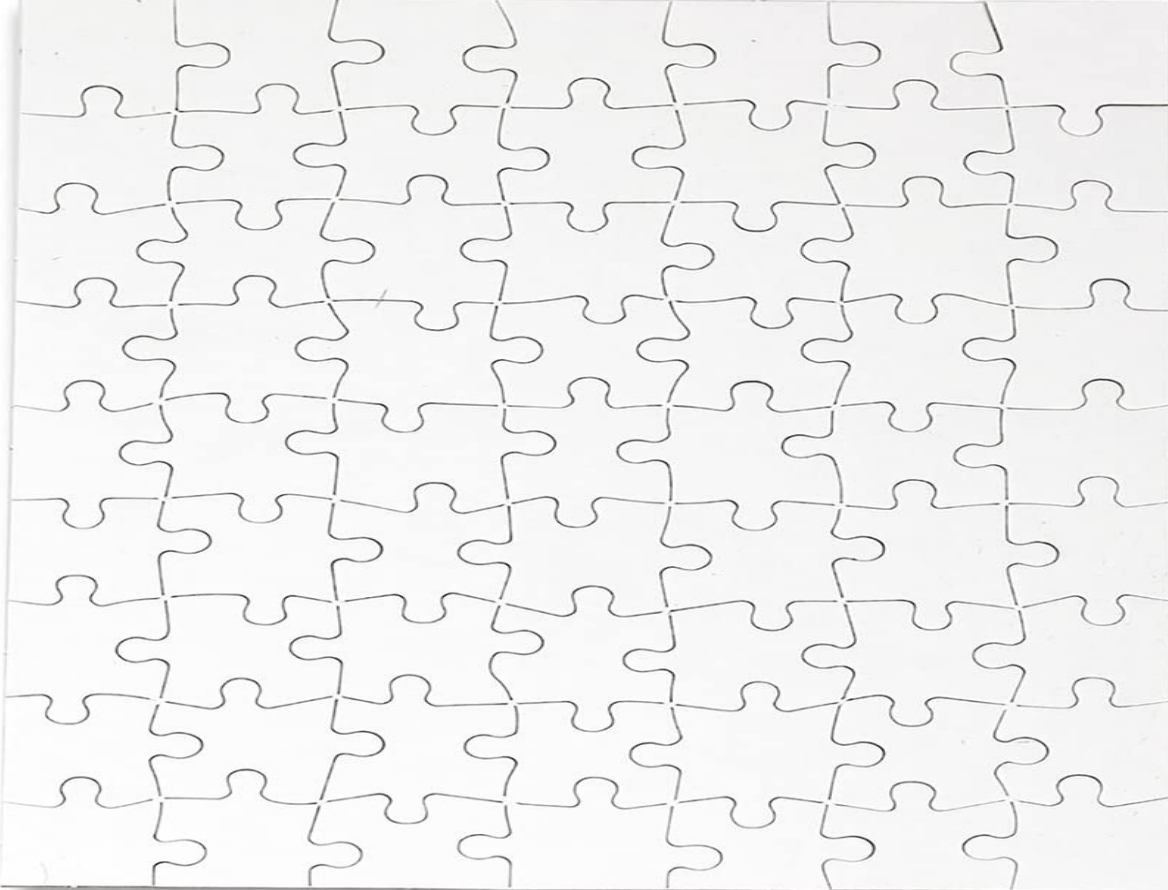
Washington County Broadband

How Public and Private entities made this happen and the story
behind the making of Broadband in areas no one wanted to
service

Why Don't We Already Have Broadband?



The Keys to Success – “Three Cs”



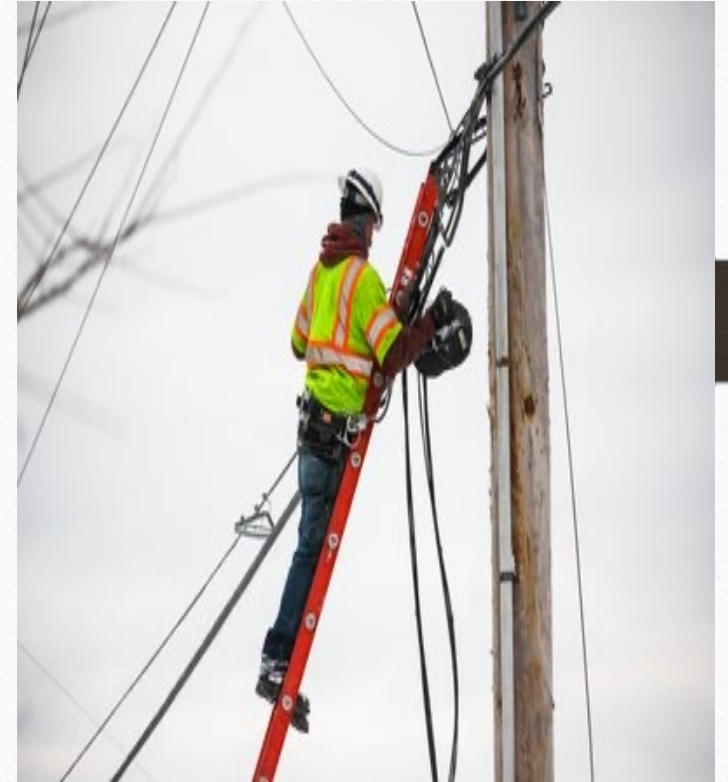
Communication

Collaboration

Coordination

When you are putting together a puzzle without a picture you need a lot more input and perspectives

Which Technology Fits?



The Worst Enemy of Rural Broadband



We Have the Recipe,
and
Are Happy to Share



Update on MARCS
Tower Pilot Program in
Washington County

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*Director of the Southeast Ohio Broadband
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James Booth
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Panel Discussion on
Broadband Workforce

Eric Leach
Director of Project Management
Governor's Office of Workforce Transformation

Laurie McKnight
Area 14 Workforce Board Director

Kelly Leffler
Tri-County Career Center Adult Education
Director

Jim Lump
Horizon Network Operations Manager



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Programs started as a result of Ohio's Broadband & 5G Workforce Strategy



5G Readiness Program



Fiber Optic Technician



**Telecommunications Tower
Technician Program**



JON HUSTED
LT. GOVERNOR OF OHIO

BroadbandOhio

Ohio

**Governor's Office of
Workforce Transformation**

Panel Discussion on
Broadband Workforce

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Digital Literacy

Michelle Francis
Executive Director
Ohio Library Council

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Michelle Francis
Executive Director

What is OLC?

- 251 Public Library Systems
- 8.45 Million Library Cardholders
- Highest Use Per Capita in the Nation

What is OLC?

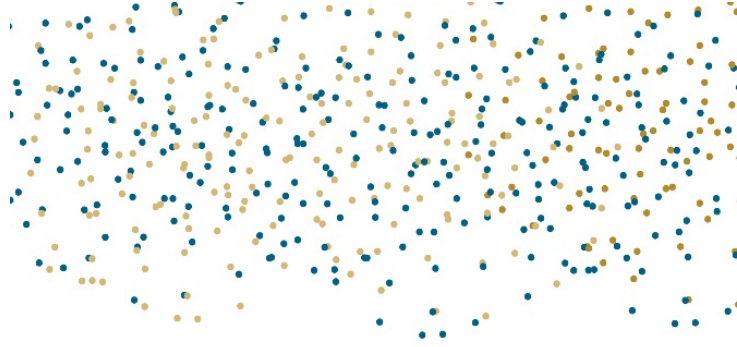
- Library Trustees, Executive Directors, Fiscal Officers
- Library Staff - Children's Librarians to HR Managers to Information Technology Staff
- Friends Groups and Foundations



OLC

O H I O
LIBRARY
COUNCIL

ADVOCACY
EDUCATION
COLLABORATION



Digital Equity Pre-Pandemic

- Access to Computers
- Access to Internet and Wi-Fi
- Access to Online Courses

Digital Equity in the Pandemic

- Loaned Wi-Fi Hotspots
- Boosted Connectivity to Parking Lots
- Provided Mobile and Remote Hotspots
- Offered Remote Printing
- Loaned Zoom Meeting Rooms w/Tech Support
- Partnered with PCs for People



Digital Literacy

- Tech Tutors/Techspert
- Virtual Information Center (VIC)
- Northstar Digital Literacy

Tech Tutors

- Licking County District Library Techspert Program
- In-person or Virtual One-on-One Appointments
- Assistance w/Basic Computer Skills, the Internet, Apps for Mobile Devices, Social Media, Virtual Meetings, Laptops, Smartphones, Tablets, E-Readers & Other Devices



December 13 | 12 - 5pm
Buckeye Lake

Ask A Techspert

Our Techsperts assist customers with basic computer skills, the internet, apps for mobile devices, social media, virtual meetings, laptops, smartphones, tablets, e-readers, and other software.

Call or email to schedule an in-person or virtual appointment, drop-ins welcome - info@lickingcountylibrary.org or 740.349.5509. See our [event calendar](#) for additional learning opportunities.

Remote Printing

Print documents using your smartphone, tablet, or personal computer. Print jobs can be submitted one of three ways - via email, web upload, or by using the mobile app. Documents can be picked up during operating hours, print fees apply.

Choose your pickup location then follow the easy-to-use site to submit your documents.

- [Buckeye Lake](#)
- [Downtown Newark](#)
- [Hebron](#)
- [Johnstown \(Mary E. Babcock\)](#)
- [Utica \(Hervey Memorial\)](#)
- [West Newark \(Emerson R. Miller\)](#)

Additional Services: Computer, Wi-Fi, Hotspots, Print, Copy, Scan

Each location has available computers, Wi-Fi and the ability to scan for free. [Mobile hotspots](#) can be reserved or checked out. There is a small fee for prints and copies beginning at \$0.10 per page.

Fax

Our [Downtown Newark](#) location offers a self-serve fax machine. Faxing is \$1.00 per job – up to 10 pages per job. Please note: The library cannot receive faxes.



LIICKING
COUNTY
LIBRARY

101 West Main Street
Newark, OH 43055

📞 740.349.5500

About Licking County Library

LCL is a community anchor that connects people with their community. We encourage people to better themselves and create their own knowledge base while offering services and tools for them to excel in the digital age.

LICKING COUNTY LIBRARY PRESENTS
ASK A TECHSPERT

AT THE
**INDIAN MOUND
MALL**

September 18 & 25 | 8:30 - 10:30am



Virtual Information Center (VIC)

- Cincinnati and Hamilton County Public Library
- Virtual Call Center Stats Since March 2020:
 - 232,852 Calls
 - 31,889 Chats
- Calls, Chats, Emails from Local Patrons and Across U.S.
- Real Time Assistance While Reducing Barriers

Ask a Librarian

Get prompt and accurate answers to your questions!



Chat

[Chat with a librarian](#) 24 hours a day



Call

Call us at [513-369-6900](tel:513-369-6900)



Text

Text us at [513-449-2275](tel:513-449-2275)



Meet

Request a [30-minute in person or virtual meeting](#) with one of our librarians



Visit

Visit one of our [neighborhood branches](#) or our [Downtown Main Library](#).



Email

[Send your question by email](#) and we'll get the information you need...fast.

Spend a Day with a Library Worker: Virtual Information Center Reference Librarian Lisa Meeks

by [Kelly Sheehy](#) April 6, 2020



When people hear the word “library” a few things typically come to mind; namely librarians and books. But a library is run by people working in many different roles. They’re all helping community members with much more than book recommendations. Our series [Spend a Day with a Library Worker](#) takes you inside the lives of our Library staff in different roles and follows them on a typical workday.

[↑ Back to](#)

Virtual Information Center (VIC)

- Testimonials:
 - “I just want to give a kudos to the folks who answer the phones at the library. They are seriously the calmest most courteous people! I’m always impressed when I call with a question. Thumbs up and gold star!” - Julie Carpenter, Executive Director, AIA Cincinnati Center for Architecture
 - “Great job to the Public Library of Cincinnati and Hamilton County. I truly appreciate all the help and stepping up although working remotely. Kent Mulcahey is truly great. Very helpful in providing help and resources. Keep it up.”
Best wishes, Waleed

Northstar Digital Literacy

- Statewide Program Through OPLIN
- Assessments, Instructor led Curricula
- Self-Directed Online Learning
- Reports

Welcome back, Theresa!

Sort by my recent activity

ESSENTIAL COMPUTER SKILLS

Basic Computer Skills	Internet	Email
<p>PROGRESS ■ Assessment Mastery (0%) ■ Practice Mastery (36%)</p>	<p>PROGRESS ■ Assessment Mastery (85.8%) ■ Practice Mastery (13%)</p>	<p>PROGRESS ■ Assessment Mastery (0%) ■ Practice Mastery (33%)</p>
Take Assessment Details	Take Assessment Details	Take Assessment Details

Windows	Mac OS
Complete this assessment and begin the practice lessons to see your progress here.	Complete this assessment to see your progress here. Lessons are not yet developed. Lessons coming soon.

Results Page



> Your Results

You've completed the assessment! After reviewing your results, close this browser tab/window to start another module.

You Passed!

85.8 %

How is my score calculated?

[Go to NSOL](#) [Claim Badge](#) [Print Results](#)

Name: Theresa Sladek

Timestamp: Aug 18 2020, 4:43 PM

Record ID: 7632709

Code: 7d26f5822d33

Correct (29 out of 34)

MASTERED SKILLS

Incorrect (5 out of 34)

SKILLS TO IMPROVE

✓ **1** Identify the different ways a person can connect to the internet. [Practice](#)

2 Demonstrate knowledge of [Practice](#)

✗ **5** Demonstrate understanding of how to use browser tools and settings to protect privacy (e.g., private browser windows, clearing search history, and declining to save records on shared computers). [Practice](#)



Certificates





Questions?
mfrancis@olc.org

Broadband Ohio
Alliance

Open for Questions

Ohio

Department of
Development

BroadbandOhio

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Alliance

Thank you for joining us

Ohio

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Development

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